SUMMARY REPORT CONSUMER SATISFACTION SURVEY

KENTUCKY OFFICE OF VOCATIONAL REHABILITATION

2007

Submitted to the Statewide Council for Vocational Rehabilitation Consumer Satisfaction Subcommittee February 2008

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A = Consumers with Positive Employment Outcome B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE
D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

EXECUTIVE SUMMARY

For the twelfth consecutive year, the Human Development Institute (HDI) at the University of Kentucky has coordinated the annual Kentucky Office of Vocational Rehabilitation Consumer Satisfaction Survey at the request of the Statewide Council for Vocational Rehabilitation. The survey is conducted with a sample of consumers of the Office of Vocational Rehabilitation who have had cases closed with the Office in the most recently completed fiscal year (between October, 2006 and September, 2007). The University of Kentucky Survey Research Center contacted consumers by telephone to participate in the survey, with a response rate for eligible participants of 76.9%. This is a small decrease from last year's response rate of 82.6%.

The average overall satisfaction level for all respondent groups was 3.32 out of a possible four points. To determine the satisfaction level, responses were rated on a four-point scale where 1 = very poor, 2 = poor, 3 = good, and 4 = very good. The average of all responses was calculated from the responses given. Overall, 86% of survey participants indicated that services were good or very good. This represents a decrease of 0.5% from 2006. As would be expected, those consumers who had cases closed with a positive employment outcome (Group A) were most satisfied (mean = 3.59). In fact, those in Group A were more satisfied and experienced better outcomes in virtually all areas addressed by this survey.

Two new items were added to this year's survey. The first was meant to determine if consumers felt that they knew who to contact if they had problems with their counselor. Three-quarters of respondents in Group A agreed or strongly agreed that they did know whom to contact. However, for those with cases closed after initiation of the IPE (Group B), this statistic dropped to 62%. The other new item asked if consumers felt that they had taken an active role in their rehabilitation plan. Overall, 86.2% of people responded affirmatively. However, differences exist between those in Group A & B. Group B were less likely to agree (77%) as opposed to 90% of those in Group A. This is a statistically significant difference between the two groups (t=4.43, p<.001), indicating that those who did not perceive themselves as actively involved in their planning would be less likely to have a successful case closure.

Participants continue to feel that their cases may have been closed prematurely. Forty-four percent of those with cases closed in referral, applicant or trial work experience status (Group D) did not believe their case should have been closed and roughly one-third of those in Group B and C also disagreed with the closure of their case. Thirty-one percent of respondents did not know that they could reapply for services. Approximately nine out of ten

people (89.2%) indicated that they would return to the Office of Vocational Rehabilitation. This is also considered a measure of satisfaction. It is unchanged from the 2006 survey.

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A = Consumers with Positive Employment Outcome

 $B = Consumers \ with \ Cases \ Closed \ After \ Initiation \ of \ IPE$

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SUMMARY REPORT CONSUMER SATISFACTION SURVEY KENTUCKY OFFICE OF VOCATIONAL REHABILITATION 2007

The Kentucky Office of Vocational Rehabilitation contracted with the Human Development Institute (HDI) at the University of Kentucky to provide information to the Office regarding the experiences of Vocational Rehabilitation consumers with cases closed in fiscal year 2007. The University of Kentucky Survey Research Center (UKSRC) contacted a sample of consumers by telephone from November 2 through December 13, 2007 with a target of 1,000 completed interviews. The sample was drawn randomly, but stratified to appropriately reflect the proportions of consumers with cases closed among four closure categories. In fact, the percentage of respondents that represent each closure category group in this survey are within one percent of the subgroups of the total population which they reflect. Of the 1,344 eligible consumers who were contacted, (representing all four case closure categories and all districts of Kentucky) 1034 completed the survey. This resulted in a response rate for this year's survey of 76.9%. The margin of error for this survey is $\pm 2.94\%$ at the 95% confidence level.

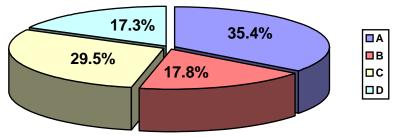
For the remainder of this report, consumer closure status groups will be referred to in the following manner:

- A Closed with Positive Employment Outcome (PEO)
- B Closed for other reasons after the Individualized Plan for Employment (IPE) was initiated
- C Closed for other reasons before the IPE was initiated
- D Closed from referral, applicant, or extended evaluation

NUMBER OF RESPONDENTS BY CASE CLOSURE CATEGORY

Closure Category	Number of	%	Legend
Group	Respondents		Color
A	366	35.4	Blue
В	184	17.8	Red
C	305	29.5	Yellow
D	179	17.3	Lt Blue
Total		100	

Respondent Case Closure Status (N=1034)



B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE

D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

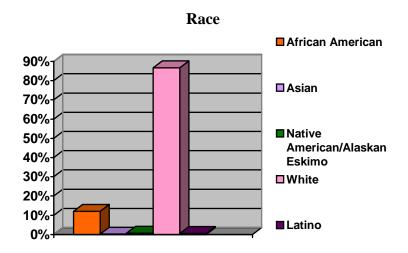
Those consumers who had achieved positive employment outcomes (PEO - Group A) represented the largest group in the sample at 35.4%. The next largest group was consumers whose case was closed prior to development of an IPE or initiation of services specified in the IPE (Group C) with 29.5%. Group B represented 17.8%. Those whose cases were closed from referral, applicant or extended evaluation (Group D) made up the smallest proportion of the sample at 17.3%.

Respondent Demographics

The sample of respondents was closely split between males (50.4%) and females (49.6%).

The average age of consumers across all closure categories was 39.5 years old. This average is one year older than in 2006.

With regard to race, 86.7% were white, 12% African American, 0.7% Native American/Alaska native, 0.2% Asian, 0.5% Latino.



Survey participants' educational experiences ranged from attendance at grade school to attainment of advanced degrees. Over 13% of those surveyed did not graduate from high school. Approximately 43% of respondents graduated high school or received a GED or special education certificate. Those who continued their education past high school made up over 43% of the sample. Twenty percent went on to postsecondary education but did not complete their degree or certificate. Approximately 23% of this sample had received a voctech certificate, Associate's degree, Bachelor's degree or Master's degree (or higher).

B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE

Educational Level	% of Consumers
Grade School	2.2
Some High School	10.9
Special Education Certificate	2.7
High School Graduate / GED	40.5
Some College	20.3
College Graduate –	11.9
Associate's Degree / Voc-Tech	
College Graduate – Bachelor's	9.1
Degree	
Graduate School	2.3
TOTAL	100

For those who had a positive employment outcome (Group A), 55% had continued their education beyond high school. This is the same as in 2006.

A = Consumers with Positive Employment Outcome

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OVERALL SERVICE QUALITY

The item of greatest interest concerns overall service quality. Participants were asked to rate the overall quality of the services they received from the Office of Vocational Rehabilitation on a four-point scale (1 = very poor, 2 = poor, 3 = good, and 4 = very good) to calculate a mean or average score.

Regardless of case closure status, respondents indicated that overall services provided by the Office were good or very good (86%). This is similar to results found in 2006. However, the overall rating is highest for those individuals who had achieved a positive employment outcome (93.4%). This is slightly higher than last year's results (90.7%). As has been the case over the past several years, those respondents who were able to obtain employment were more likely to be satisfied with the services provided through the Office of Vocational Rehabilitation than those who did not.

For those individuals whose cases were closed prior to the initiation of services, this question referred to their overall feelings about the vocational rehabilitation system and the professionals with whom they interacted.

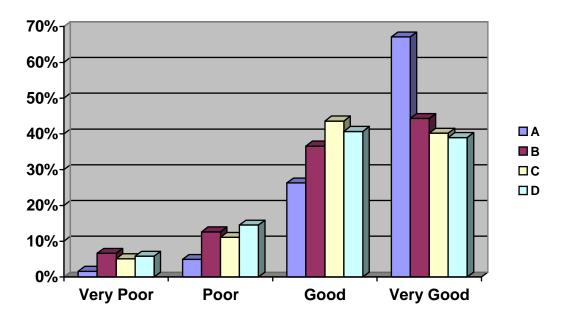
OVERALL SATISFACTION WITH QUALITY OF SERVICES

Closure Category	Very Poor %	Poor %	Good %	Very Good %	Mean Rating
A (n=365)	1.6	4.9	26.3	67.1	3.59
B (n=183)	6.6	12.6	36.6	44.3	3.19
C (n=296)	5.1	11.1	43.6	40.2	3.19
D (n=172)	5.8	14.5	40.7	39	3.13
All (n=1016)	4.2	9.7	35.6	50.4	3.32

B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE

Overall Satisfaction



A = Consumers with Positive Employment Outcome B = Consumers with Cases Closed After Initiation of IPE

 $C = Consumers \ with \ Cases \ Closed \ Prior \ to \ IPE$

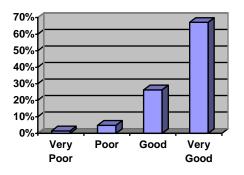
D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

Overall consumer satisfaction with quality of services by closure category

Group A - Consumer case closed PEO (n=365)

Very poor	1.6%
Poor	4.9%
Good	26.3%
Very good	67.1%

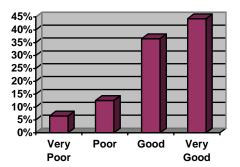
Mean = 3.59



Group B - Consumer case closed after initiation of IPE (n=183)

Very poor	6.6%
Poor	12.6%
Good	36.6%
Very good	44.3%

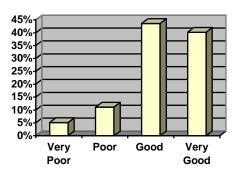
Mean = 3.19



Group C - Consumer case closed prior to initiation of IPE (n=296)

Very poor		5.1%
Poor		11.1%
Good		43.6%
Very good		40.2%

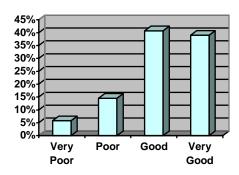
Mean = 3.19



Group D - Consumer case closed in referral, applicant, or extended evaluation (n=172)

Very poor	5.8%
Poor	14.5%
Good	40.7%
Very good	39%

Mean = 3.13



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Overall Satisfaction by District

The range of overall satisfaction by district showed District 13 had the mean high of 3.58. District 13 is the Whitesburg District which includes Clay, Jackson, Knox, Laurel, Leslie, Letcher, McCreary, Perry and Whitley counties. District 14 had the lowest average overall satisfaction with a mean of 3.18. This is the Bluegrass District which includes Bourbon, Clark, Fayette, Harrison, Jessamine, Nicholas, Powell, Scott and Woodford counties.

District	N	Good or Very Good Overall Satisfaction	Mean Rating
1- Paducah	72	90.3	3.38
2 - Madisonville	90	86.7	3.32
3 - Owensboro	86	90.7	3.37
4 - Bowling Green	111	79.2	3.21
5 Louisville	46	84.8	3.26
6 - Elizabethtown	83	86.8	3.29
7 - Danville	72	80.5	3.21
8 - Florence	77	88.4	3.32
9 - Lexington	69	84.1	3.28
10 - West Liberty	64	90.7	3.47
11 – Harlan	0	N/A	N/A
12 – Ashland	37	86.5	3.35
13 - Whitesburg	57	94.8	3.58
14 - Bluegrass	80	77.6	3.18
15 - Middletown	71	88.7	3.44
85*	1	100	3.0

*85 = Rehabilitation Counselor for the Deaf (RCD)

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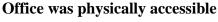
COUNSELOR AND OFFICE EXPERIENCES

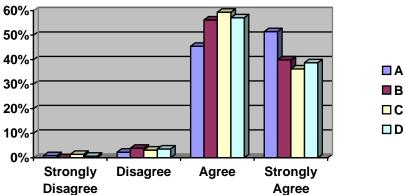
Survey participants were asked a series of questions related to their experiences with their counselor and the Vocational Rehabilitation office. Responses to these questions were rated on a Likert scale according to the following: "strongly disagree" = 1, "disagree" = 2, "agree" = 3, or "strongly agree" = 4.

Nearly all respondents (96.2%) agreed or strongly agreed that their counselor's office was physically accessible. This is an increase from 2006 results which were 94.8%

THE VOCATIONAL REHABILITATION OFFICE WAS PHYSICALLY ACCESSIBLE TO ME

	A (n=363)	B (n=178)	C (n=293)	D (n=170)	Overall
Mean Range	3.48	3.36	3.3	3.34	3.38





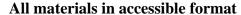
Nearly all respondents (94.2%) agreed or strongly agreed that materials they received from the Office were in an accessible format. This is a slight increase from 2006 findings of 92.6%.

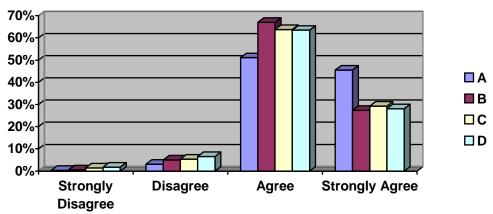
ALL MATERIALS I RECEIVED FROM VOCATIONAL REHABILITATION WERE IN AN ACCESSIBLE FORMAT

	A (n=356)	B (n=179)	C (n=276)	D (n=167)	Overall
Mean Range	3.42	3.21	3.21	3.18	3.28

B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE



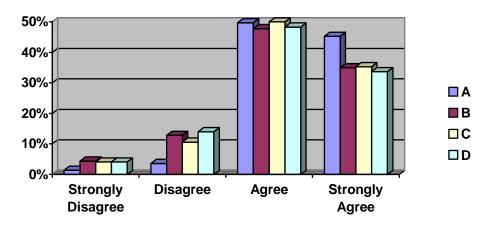


Consumers in Group A reported the highest levels of agreement with regard to ability to see their counselors in a reasonable amount of time when they scheduled an appointment. Overall, 88% of consumers agreed or strongly agreed that they were able to get an appointment in what they considered to be a reasonable amount of time.

I WAS ABLE TO GET AN APPOINTMENT WITH MY COUNSELOR IN A REASONABLE AMOUNT OF TIME

	A (n=362)	B (n=180)	C (n=292)	D (n=172)	Overall
Mean Range	3.39	3.13	3.16	3.12	3.23

I got an appointment in a reasonable amount of time



B = Consumers with Cases Closed After Initiation of IPE

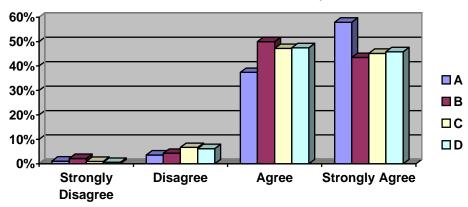
C = Consumers with Cases Closed Prior to IPE

Most consumers (94%) agreed or strongly agreed that they were treated courteously by Office staff, regardless of the type of case closure.

I WAS TREATED COURTEOUSLY BY ALL STAFF

	A (n=366)	B (n=184)	C (n=299)	D (n=177)	Overall
Mean Range	3.52	3.35	3.36	3.38	3.42

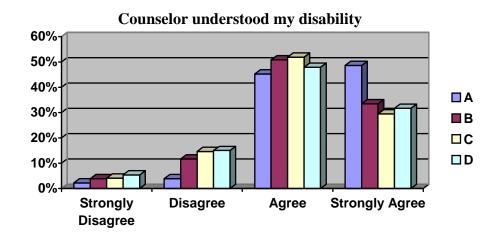
I was treated courteously



Participants were asked if they felt that their counselor understood their disability. Eighty-six percent agreed or strongly agreed that their counselor did understand their disability. Like last year, consumers with a positive employment outcome reported the highest agreement that their counselors understood their disability.

MY COUNSELOR UNDERSTOOD MY DISABILITY

	A (n=362)	B (n=179)	C (n=295)	D (n=167)	Overall
Mean Range	3.4	3.14	3.07	3.06	3.2



A = Consumers with Positive Employment Outcome

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C = Consumers with Cases Closed Prior to IPE

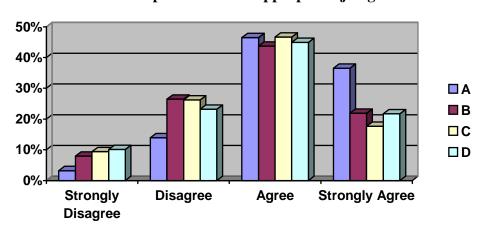
D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

Approximately 72% of consumers agreed or strongly agreed that their counselors were able to help them choose an appropriate job goal.

MY COUNSELOR HELPED ME TO CHOOSE AN APPROPRIATE JOB GOAL

	A (n=310)	B (n=151)	C (n=244)	D (n=138)	Overall
Mean Range	3.16	2.79	2.73	2.78	2.91

Counselor helped me choose appropriate job goal

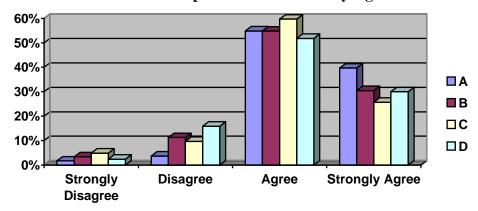


Consumers were asked if their counselor helped them to understand their rights. Over 89% agreed or strongly agreed that their counselor had been helpful with regard to rights.

MY COUNSELOR HELPED ME TO UNDERSTAND MY RIGHTS

	A (n=355)	B (n=177)	C (n=288)	D (n=170)	Overall
Mean Range	3.33	3.12	3.06	3.09	3.17

Counselor helped me understand my rights



A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE

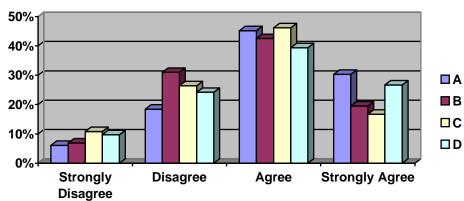
D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

A new item was added to this year's survey to determine if consumers knew whom to contact if they experienced a problem with their counselor. Overall, two-thirds agreed or strongly agreed that they did know what to do.

I KNEW WHOM TO CONTACT IF PROBLEM WITH COUNSELOR

	A (n=343)	B (n=174)	C (n=288)	D (n=165)	Overall
Mean Range	3	2.75	2.69	2.83	2.83

I knew whom to contact if I had a problem with my counselor

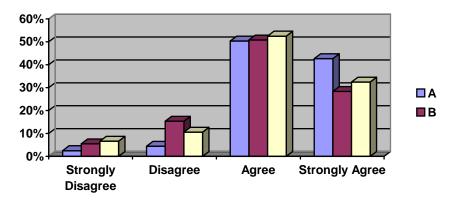


Consumers who had achieved a positive employment outcome (Group A) had the best understanding of services that were available from the Office, with over 83% agreeing or strongly agreeing. This item was not asked of those in Group D.

MY COUNSELOR HELPED ME CLEARLY UNDERSTAND THE SERVICES AVAILABLE TO ME FROM VOCATIONAL REHABILITATION

	A (n=361)	B (n=183)	C (n=289)	Overall
Mean Range	3.33	3.02	2.94	3.13

Counselor helped me understand available services



A = Consumers with Positive Employment Outcome

C = Consumers with Cases Closed Prior to IPE

D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

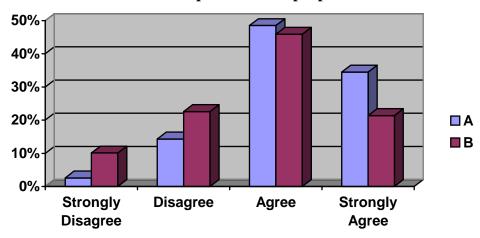
B = Consumers with Cases Closed After Initiation of IPE

Consumers who received services through the Office were asked about the planning process. Those in Group A had a higher level of agreement than those in Group B when asked if their counselors worked with them to develop their Individualized Plan for Employment (IPE).

MY COUNSELOR HELPED ME TO DEVELOP A PLAN OF ACTION TO GET A JOB OR TRAINING FOR A JOB

	A (n=307)	B (n=159)	Overall
Mean Range	3.15	2.79	3.03

Counselor helped me develop a plan

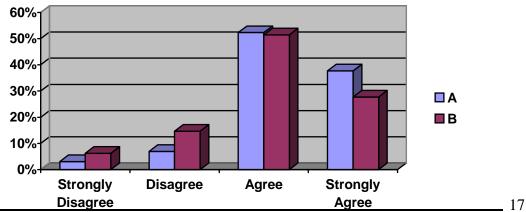


With regard to consumer choice, those in Group A were more likely to agree that they felt free to choose the services that were received.

I FELT FREE TO CHOOSE THE TYPE OF SERVICES I RECEIVED

	A (n=350)	B (n=177)	Overall
Mean Range	3.25	3.01	3.17

I felt free to choose services



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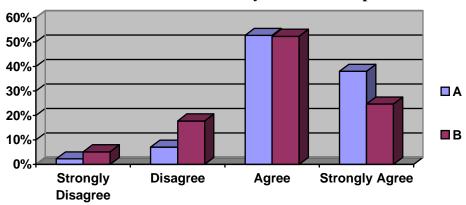
D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

Another new item on the 2007 survey sought to determine if consumers felt that they were actively involved in their Individualized Plan for Employment (IPE). Those with cases closed successfully were more likely to agree or strongly agree (90.7%) than those in Group B (77%).

I HAD AN ACTIVE ROLE IN MY REHABILITATION PLAN

	A (n=353)	B (n=174)	Overall
Mean Range	3.26	2.97	3.17

I had an active role in my rehabilitation plan

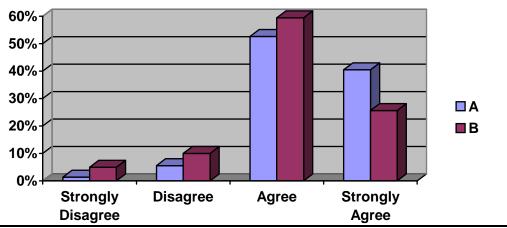


More than nine out of ten consumers (93.1%) of consumers in Group A agreed or strongly agreed that services they received through their Individualized Plan for Employment (IPE) were provided in a timely manner. This is a 3.4% increase from 2006's results.

THE SERVICES I RECEIVED WERE PROVIDED IN A TIMELY MANNER

	A (n=365)	B (n=180)	Overall
Mean Range	3.32	3.06	3.23

Services were provided in a timely manner



18

A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

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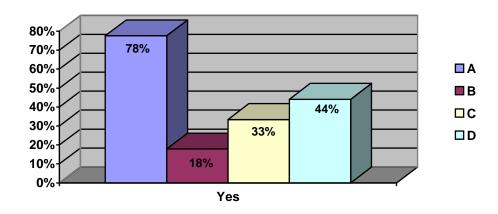
EMPLOYMENT INFORMATION

Consumers were asked whether or not they were employed, either full or part-time. Those whose cases were closed with a positive employment outcome were much more likely to be employed than those in the other groups. Those in Group A who were employed was slightly lower than 2006, when 80% of those in this group were employed. The overall employment ratio was 2% lower than 2006.

EMPLOYMENT STATUS

	A%	В%	C%	D%	Overall
	(n=366)	(n=184)	(n=305)	(n=179)	%
Yes	77.6	17.9	33.4	44.1	48.2
No	22.4	82.1	66.6	55.9	51.8

Employed



If a respondent indicated that he or she was currently employed, items related to job satisfaction were then asked. Satisfaction with the type of work was higher for those who achieved positive employment outcomes (A). There is a strong positive correlation between those who felt their counselor helped them to determine an appropriate job goal and satisfaction with type of work. Overall satisfaction with salary was rated lower than satisfaction with type of work. Those in Groups A & B were slightly more satisfied with their salary than those who did not have an Individualized Plan for Employment with the Office of Vocational Rehabilitation.

HOW SATISFIED ARE YOU WITH THE KIND OF WORK YOU DO?

	A (n=279)	B (n=33)	C (n=100)	D (n=78)	Overall
Mean Range	3.31	3.06	3.14	2.99	3.21

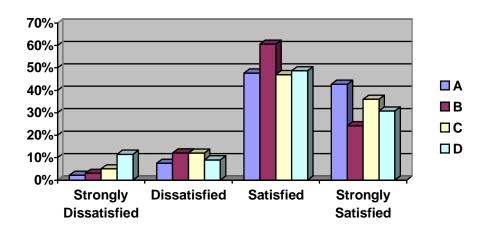
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Satisfaction with type of work



HOW SATISFIED ARE YOU WITH THE SALARY YOU RECEIVE?

	A (n=280)	B (n=32)	C (n=100)	D (n=78)	Overall
Mean Range	2.85	2.84	2.74	2.6	2.79



Consumers who received services from the Office were asked if they felt that the services they received through Vocational Rehabilitation helped them get their current jobs. Seven out of ten who achieved positive employment outcomes felt that Office services did help them get their job. This is a 3.7% increase from 2006. It is also interesting to note that there is a strong positive correlation between those who felt that their counselor had helped them

A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

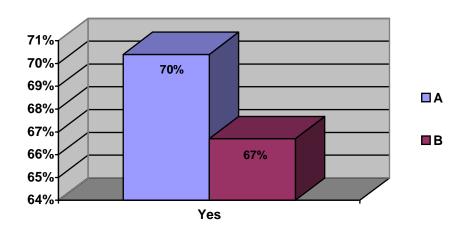
C = Consumers with Cases Closed Prior to IPE

choose an appropriate job goal and those who felt that vocational rehabilitation services helped prepare them for a job.

DO YOU FEEL THAT VOCATIONAL REHABILITATION SERVICES HELPED PREPARE YOU FOR A JOB?

	A%	В%	Overall
	(n=280)	(n=33)	%
Yes	70.4	66.7	62.2
No	29.6	33.3	37.8

VR services helped prepare me for a job



Survey respondents were asked if there were any other services that could have helped them get or keep a job. Responses included making more information available, sharing more knowledge of job opportunities, providing more funding for school, and for counselors to better understand limitations of disability. Those in Group D were most likely to believe that additional services or supports would be helpful.

ARE THERE ANY OTHER SPECIFIC SERVICES OR SUPPORTS THAT COULD HELP YOU FIND OR KEEP A JOB?

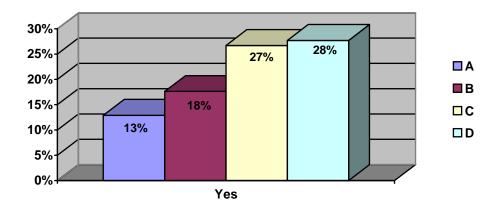
	A% (n=62)	B% (n=119)	C% (n=150)	D% (n=83)	Overall %
Yes	12.9	17.6	26.7	27.7	22.2
No	87.1	82.4	73.3	72.3	77.8

B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE

D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

There are other services that could help me get/keep a job



A = Consumers with Positive Employment Outcome B = Consumers with Cases Closed After Initiation of IPE

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CASE CLOSURE

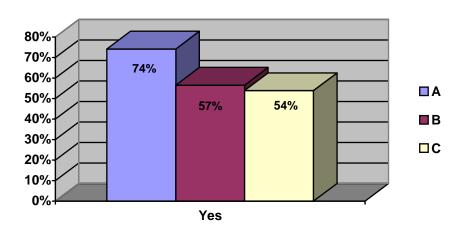
The act of closing a consumer's case ends the formal contact the counselor has with a consumer. The following information reflects consumers' responses to questions regarding the closure of their cases.

Seventy-four percent of people who had a positive employment outcome knew their cases had been closed. This item has decreased 1% from 2006. Overall, 63% of consumers indicated that they were informed when their cases were closed. This reflects an increase from 2006 of 2.7%. The following table shows the differences in the consumer being informed based on his or her case closure status. Consumers whose cases were closed upon achieving a positive employment outcome were best informed about their case closure.

I KNEW WHEN MY CASE WAS CLOSED

	A% (n=357)	B% (n=173)	C% (n=293)	Overall %
Yes	74.2	56.6	53.9	63.3
No	25.8	43.4	46.1	36.7

I knew when my case was closed



Consumers were asked if their cases should have been closed. Overall, nearly 70% of respondents agreed that their case should have been closed. Those whose cases were closed in referral, applicant, or extended evaluation (Group D) were least likely to want their cases closed (56.1%). These statistics are very similar to what was found in 2006.

SHOULD YOUR CASE HAVE BEEN CLOSED?

	A% (n=347)	B% (n=169)	C% (n=280)	D% (n=157)	Overall %
Yes	81.6	65.7	64.6	56.1	69.6
No	18.4	34.3	35.4	43.9	30.4

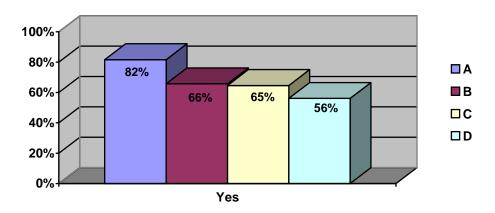
A = Consumers with Positive Employment Outcome

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My case should have been closed



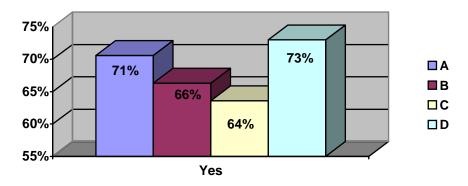
If the respondent felt that his or her case should not have been closed, the follow up question, "Why shouldn't your case have been closed?" was asked. The reasons given for the case not being closed fell within the following themes (as identified by interviewers): services did not meet needs (20.3%), was not finished (19.9%), don't have job yet (19%), miscellaneous (17.3%), rehab did not help me (13%), and need more training (10.4%).

Consumers were asked about their level of awareness of reapplying for services. Sixty-eight percent indicated that they did know they could reapply. This is similar to 2006. Those with cases closed in referral, applicant or trial work experience were most likely to know they could reapply for services (73%). This is a marked improvement (65.8% in 2006) for those in Group D.

I KNOW THAT I CAN REAPPLY FOR SERVICES FROM VOCATIONAL REHABILITATION

	A% (n=361)	B% (n=181)	C% (n=297)	D% (n=174)	Overall
Yes	70.6	66.3	63.6	73	68.2
No	29.4	33.7	36.4	27	31.8

I know that I can reapply for services



A = Consumers with Positive Employment Outcome

B = Consumers with Cases Closed After Initiation of IPE

C = Consumers with Cases Closed Prior to IPE

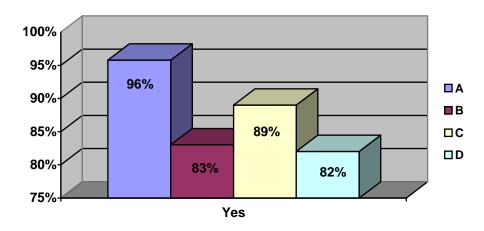
D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

Consumers were asked if they would return to Vocational Rehabilitation in the future. Overall 89% of respondents indicated that they would. This is virtually unchanged, overall, from 2006. Consumers who achieved a positive employment outcome (Group A) gave the Office the highest rating on this question at over 95%. This is a 5% increase from 2006. Those in Group B experienced a 5% decrease from 2006 on this item.

I WOULD GO BACK TO VOCATIONAL REHABILITATION IF I NEED TO

	A%	В%	С%	D%	Overall
	(n=361)	(n=182)	(n=300)	(n=172)	
Yes	95.8	83	89	82	89.2
No	4.2	17	11	18	10.8

I would go back to vocational rehabilitation



25

B = Consumers with Cases Closed After Initiation of IPE

 $C = Consumers \ with \ Cases \ Closed \ Prior \ to \ IPE$

APPENDIX A

A = Consumers with Positive Employment Outcome B = Consumers with Cases Closed After Initiation of IPE

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D = Consumers with Cases Closed in Referral, Applicant, or Trial Work Experience

2007 Consumer Satisfaction Survey Open Ended Comments Summary

At the conclusion of the survey, respondents were asked if they had any comments they would like to share with the Office of Vocational Rehabilitation. Three hundred sixty-six individuals indicated that they did. This summary reflects themes found in the open ended comments. The percentages indicated represent the percent of the total comments made (n=366).

% of Respons	es Theme
53.3%	Positive comments regarding counselor, agency or general experience.
20.5%	Negative comments regarding OVR being of no help, they were frustrated by their experience, had a negative experience with counselor, etc.
12%	Random comments, questions or personal stories
4.6%	Poor communication by OVR
3.3%	OVR should do more public relations to let people know about the program
3.3%	OVR services were too slow
3%	Indicated that they would follow up with OVR

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